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# Self Learning Instructional Center

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## Catalog of Courses



**U.S. General Services Administration  
Office of Training**

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## Foreword

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Welcome to the U.S. General Services Administration's Self-Learning Instructional Center (SLIC).

SLIC is a unique training experience designed specifically with you in mind. It gives you the opportunity to engineer your own educational and professional development with a multitude of training courses using a variety of new teaching technologies--video/audio cassettes, computers, filmstrips, and workbooks.

There is no cost to you and training can be arranged to fit your schedule either before or after work, at lunchtime, or during working hours--with your supervisor's approval. Certificates of completion are awarded and credit is given for successful course performance.

This catalog lists current courses and will be periodically updated to reflect new offerings. Please read the course descriptions carefully to ensure that the courses you select meet your professional development plans. You are encouraged to discuss specific career concerns, and questions regarding a particular course or courses, with the on-site coordinator.

While SLIC provides an alternative for and a supplement to formal training, we welcome your suggestions on additional courses that may be added to our inventory.

For more information, contact one of the GSA Self-Learning Instructional Centers listed below.

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<u>Locations</u>	<u>Telephone Number</u>	<u>Room Number</u>
Central Office	523-4360	B-300
National Capital Region	472-4140	3023
Region 3	597-1286	1314
Region 4	842-3411	LP7B

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# Basic Education

## Control Data Basic Reading Skills Development

This multi-level software program is designed to assist students in developing reading skills.

45CDC--00112CO-  
Components/media:10 Flexible Disks(5 lesson disks and 5 test disks)

## Control Data Communications Skills Course

Guided skill practice to aid students in developing communication skills.

45CDC--00112CO-  
Components/media:Flexible Disk

## Control Data High School Writing Skills Placement Test

Writing samples are shown at various levels of high school proficiency. Questions are asked to determine students' ability. Results can be used to determine which Control Data writing course students should take. (See Note p. 3)

45CDC--0011201CO-  
Components/media:Flexible Disk

## Decimal and Percent/Measurement Skills

Two-part program presents decimals and percents using examples from money careers and measurement skills from transportation careers.

44MGH--02402CO-  
Components/media:Textbook

## English Made Easy

Participants will learn to master communication skills with a simple, step-by-step introduction to the correct use of the English language.

45MGH--00403CO-  
Components/media:Textbook

## English Usage Drills and Exercises

Short, easy-to-understand English usage rules are presented in a simple, uncomplicated way. Answers can be typed or written.

45MGH--00603CO-  
Components/media:Textbook

## Fractions and Fractions/Decimals Skills

Two-part program presents fraction skills using examples from food careers and fractions/decimals skills from electronic communication careers.

44MGH--02302CO-  
Components/media:Textbook

## Geometry/Ratios/Proportions and Reading Graph Skills

Geometry skills are presented in two-parts, using examples from design and maintenance careers and ratios, proportions, and reading graphs using examples from data careers.

44MGH--02502CO-  
Components/media:Textbook

How To Use Adding and  
Calculating Machines

Instructs students in using electronic calculators; 10-key adding machines; full-keyboard adding machines; printing calculators; and rotary calculators; and also includes drills and office problems.

44MGH--02002CO-  
Components/media:Textbook

Multiplication/Division Skills

Presents multiplication skills using illustrations from construction and energy careers and division skills from medical careers.

44MGH--02202CO-  
Components/media:Textbook

Number Systems and  
Addition/Subtraction Skills

Covers number systems, addition, and subtraction skills in two parts. The student learns the math skills and applies them to on-the-job problems. Part I focuses on personal communication and Part II on recreation.

44MGH--02102CO-  
Components/media:Textbook

Punctuation Drills and  
Exercises (Programmed for the  
Typewriter)

Presents short, easy-to-understand punctuation rules in a simple, uncomplicated way. It includes examples and illustrations. Answers can be typed or written.

45MGH--00503CO-  
Components/media:Textbook

Reading Efficiency

This 12-lesson program develops basic reading skills. The course provides practical instruction on improving comprehension, critical thought, vocabulary, and rate improvement skills. Emphasizes how writers develop ideas; how to find the main idea in paragraphs; identify writing patterns, style, and tone; analyze words by Latin and Greek roots; and how to read different kinds of documents efficiently by previewing, skimming, and scanning.

Each video lesson includes two/three self-scoring drills as part of the lesson with additional exercises for the participant to work voluntarily.

45TLV--00740CO-  
Components/media:1 set of 12  
Videocassettes (1 lesson per  
tape), Drill Books -  
1. Comprehension Improvement  
2. Vocabulary/Rate Improvement

Read to Succeed

An easy-to-follow text with audiocassette instructions teaches participants reading, spelling, dictionary, comprehension, vocabulary, and study skills.

45MGH--003CO-  
Components/media:Textbook and  
Audiocassettes and Transcript

Spelling Drills and Exercises  
(Programmed for the Typewriter)

Short, easy-to-understand rules help participants to write or type without making spelling errors. The program is presented in two separate sections: Textbook, which

includes surveys, lessons, rules, and practice exercises; and Tests and Answer Keys Booklet, which contains unit tests, and answer keys, as well as a progress scoreboard to use as a self-improvement check list. Emphasis is on double consonants, word endings, plurals, possessives, and hyphens.

45MGH--00913CO-  
Components/media:Text/Workbook,  
and Answer Key

#### Spelling Made Easy

Each of the 40 lessons provides learning strategies and tips for mastering a particular area of spelling. Emphasis is placed on spelling patterns, word endings, prefixes, and roots. Also included are lessons on homonyms, frequently misspelled words, capitalization, and word division.

45MGH--03203CO-  
Components/media:Textbook, 1 set  
of Audiocassettes - Recorded  
Quizzes for Words Made Easy and  
Spelling Made Easy  
Special Features:  
Catch That Typo - Matching  
Multiple Choice - Proofreading  
Definitions  
Practice Makes Perfect

#### Vocabulary Made Easy

Helps participants prepare for success in business by increasing and improving their vocabulary. Participants will learn techniques to figuring out meanings of unfamiliar words by using word analysis, structural and context clues.

Each four-page unit presents two pages of lesson material and two pages of exercises--introducing

new business vocabulary words as well as structural clues for vocabulary building.

45MGH--03401CO-  
Components/media:Textbook  
(32 lessons) Special Features:  
Analogies  
Definitions  
Matching - Word Analysis  
Word Division/Word Building  
Reinforcement

#### Words Made Easy

This course increases participants' spelling and vocabulary skills for better communication in business. The text is divided into two sections--spelling and vocabulary building techniques.

45MGH--03001CO-  
Components/media:Textbook (32  
lessons), 1 set of  
Audiocassettes Recorded Quizzes  
for Words Made Easy and Spelling  
Made Easy  
Special Features:  
Catch That Typo - Matching  
Multiple Choice - Proofreading  
Analogies, Opposites, Word  
Relationships  
Word Division, Word Building

Note: Some of the courses in the Control Data PLATO Computer Based Instruction inventory are not listed in this catalog because they are not job related. Some of them, however, are appropriate for self-development and may be taken on the students' own time. Contact your SLIC Center for additional information.

# Communications/Clerical

## All Points Relocation Service: a Secretary In-Basket Project

This course is designed as a simulated office learning experience for the professional secretary. Major concepts are presented through the use of 5 separate programs --typical correspondence, dictation, shorthand, filing, and other tasks. Each unit is composed of "simulated workdays" with specified tasks participants may encounter in a normal setting.

Participants also will learn correspondence composition, proper filing techniques, transcription, dictation skills, and working tips to sharpen their skills as professional secretaries.

53MGH--01211CO-  
Components/media:Kit of 5 Units,  
1 set of 8 Audiocassette  
Dictation Recordings

## Business English

Participants learn how to improve speaking and writing skills for the business world through the correct, simple, tactful expression of ideas both in speaking and in writing. The text-kit includes 5 parts, each designed to aid in learning the basic principles of business English. Also includes writing business letters, memos, and reports.

55MGH--01902CO-  
Components/media:Textbook, Self-  
Check Practice Materials, Self-  
Check Key, Review Sheets,  
Surveys

## Communication Skills for Managers

This program is for managers and presents guidelines for developing listening skills, setting achievable goals, using questions and data tools, and evaluating non-verbal communications. Participants also learn how to manage meetings efficiently and how to project an effective image in presentations.

55TLV--00113CO-  
Components/media:Workbook (1  
chapter per program)  
1 set of Videocassettes  
Communicating for Results  
Effective Preparation  
Speaking Effectively  
Listening Skills  
Managing Meetings  
Presentation Skills

## Communications Skills for Secretaries

Helps secretaries write clearly and concisely and improve oral communications techniques. They will learn how to: use four tools of listening that zero in on the critical content of what someone is saying; handle visitors and incoming phone calls graciously; use paralanguage to enhance messages; and ensure a professional sounding letter by using the proven principles of good letter writing.

55AMA--005001CO-  
Components/media:Workbook  
1 set of 6 Audiocassettes  
The Communications Process  
Letter and Memo Formats  
Language Skills  
Effective Writing  
Writing for Results



Listening Skills  
Speaking Skills  
Telephone Skills  
Nonverbal Communication  
Meeting Skills  
Making a Presentation  
Special Secretarial Skills

#### Developing Proofreading Skill

Teaches participants the most common types of errors in written messages and the standard proofreading rules of language usage.

53MGH--00703CO--

Components/media:Workbook; The workbook is divided into 11 subject areas:

Typographical Errors  
More Typographical Errors  
Revision Symbols  
Styles and Formats for Letters and Memos  
Capitalization Alertness  
Common Usage  
Spelling and Word Division  
Grammar Alertness  
Punctuation Alertness  
Number Usage  
Correcting Inconsistencies

#### Effective Letters -- a Program for Self-Instruction

Offers participants both theory and practice for improving letter writing skills. The material is presented in small steps, providing the participant with information and practical exercises to test acquired knowledge. Each step includes review and drilling exercises that participants use to master the techniques of clear letter writing, logical composition, and the mechanics of correct writing.

53MGH--01107CO--

Components/media:Textbook;  
Features of Text:

Writing That's Easy to Understand, Chapter 1-10  
Pleasant Tone, Chapter 11-13  
Planning and Writing, Chapter 14-17

#### Effective Research and Report Writing in Government

Designed for those who request or need information, gather or interpret facts or organize and report results as part of the study/report process. This course will help in planning and preparing research and report/writing tasks.

53MGH--00103CO--

Components/media:Workbook text;  
Subjects featured:  
Clarify the Assignment  
Outline and Plan  
Gather Data  
Analyze Data  
Write Reports

#### Effective Writing for Executives

Details the principles that apply to all business writing by using samples from actual business communications. These interactive videos discuss effective and ineffective writing and show how well-organized ideas and language create effective business writing. Emphasis is on identifying the reader, organizing the message, and showing what to look for and how to apply editing techniques. Notebook exercises are used to put effective writing principles into practice.

55TLV--00513CO--

Components/media:Workbook;  
1 set of Videocassettes  
Writing for Results  
Purpose and Audience  
Effective Organization  
Effective Language  
Review and Rewrite

### Filing Systems And Records Management

Presents information on skills needed to handle paperwork in any office occupation. A practice kit provides realistic exercises to develop knowledge and skill in filing and managing records.

53MGH--03706CO-  
Components/media:Textbook,  
Practice Materials Kit

### Gregg Typing for Colleges -- Complete Course

Provides participants with the basic typing skills . Major objectives are to develop touch control of the keyboard, to teach typing techniques, to build basic speed and accuracy, and to provide practice in applying these skills in letters, memos, reports, forms, and other types of business communication. Final phase of the course covers modern office skills and office situations.

53MGH--01701CO-  
Components/media:Textbook;  
4 sets of Audiocassettes  
(15 cassettes per set)  
Skills levels available:  
Keyboard and Typing Techniques  
(Beginner)  
Production of Business  
Correspondence  
Review of Production  
Techniques/Modern Office Skills

### Guide for Executive Secretaries and Administrative Assistants

Instructs executive secretaries and administrative assistants in using judgment and initiative in handling increased responsibilities, gaining greater skill in getting things done through others, handling

crises efficiently, and solving problems in a consistent way.

50AMA--00601CO-  
Components/media:Workbook  
1 set of 5 Audiocassettes  
Introduction  
Effective Time Management  
Getting the Cooperation  
of Others  
Decision Making and  
Problem Solving  
Techniques of Verbal  
Communication  
Working with Different  
Management Styles  
Dealing with Resistance  
to Change  
Continuing Your Professional  
Growth

### How To Be an Effective Secretary in the Modern Office

This program familiarizes secretaries with basic office skills and the office of the future.

53AMA--00101CO-  
Components/media:Workbook  
The Secretary's Changing Role  
Interpersonal Skills and Oral  
Communications  
Written Communications  
Time Management  
Administrative Support  
Word Processing  
Other Office Equipment

### How To Teach Grown-Ups

The focus of this course is on "learner-centered" activity, i.e., in each lesson, the instructor should be striving to produce pre-determined learning objectives.

55PMA--00116CO-  
Components/media:8 Workbooks;  
12 audiocassettes focusing on  
the following subjects:  
Learning vs. Schooling

Participative Lecture Method  
Discussional Methods  
Using the Common Instructional  
Aids Effectively  
Lesson Planning and Objectives  
Experiential Methods  
One-on-One Instruction  
To Test or Not To Test

#### How To Write Technical Reports

This course is for participants who must write reports that clearly communicate technical information. It guides them through the entire report writing process from problem identification to data collection and analysis, draft preparation, and final copy distribution.

55AMA--00201CO-  
Components/media:Workbooks  
Communicating in Writing  
Report Format  
Writing for Your Reader  
Techniques for Presenting  
Technical Information  
Organizing the Body  
of the Report  
Revising the Report  
Graphics  
The Finished Product

#### Interactive Authoring System

A computer program that participants can use to create computer-assisted instructions. No special knowledge is required. The system asks the authors to respond to prompts and answer questions about the particular lesson or course that the author wishes to create. When a session is completed it is immediately available for review and use without any further processing steps.

56MGH--03503CO-  
Components/media:Manual, Floppy  
Disks. Areas featured:

Overview of Hardware and Setup  
Tutorials for:  
Building Presentation and  
Multiple Choice Screens  
Graphics  
Fill-in-Blank Screens  
Building and Using Simulation  
Screens  
Finishing the Lesson  
Using Interactive Video  
Tracking Performance  
Quick Start  
Technical Reference

#### Professional Skills for Secretaries

Helps secretaries develop and improve their professional skills. It consists of 4 videoprograms and 4 books that outline the functional role of the secretary in the working world, emphasizing the importance of work relationships; communications; guidelines for effective problem solving; cooperation; handling correspondence; and a wordprocessing introduction. The workbooks reinforce video material. Each includes written exercises, self-assessment questionnaires, case key points and guidelines, and additional reference material.

53TLV--00609CO-  
Components/media:Workbooks  
(1 per program)  
1 set of 4 Videocassettes  
We're Counting on You  
Getting the Job Done  
Working with Others  
Coping with Change

#### Progressive Filing

This course treats the major filing and records management competencies needed for entry-level employment in a wide range of office occupations.

The Practice Set contains guides and hanging folders for the seven most-used filing systems.

53MGH01006CO-  
Components/media:Textbook,  
Practice Set

### Speed Reading

Participants develop efficient, flexible reading habits that will enable them to read different types of written materials at the most efficient rate; and to increase reading speed while maintaining adequate comprehension.

Each individual uses a set of materials coordinated with the videocassettes and is led through paced reading, eye exercises, comprehension, and retention drills--all at his/her own pace.

55TLV--0829CO-  
Components/media:8 Video-  
cassettes  
Reading Rate/Comprehension  
Tests  
Reading As a Mental, Not  
Physical, Exercise  
Comprehension--What Is the  
Author Trying to Prove?  
A Review of the Three  
Reading Speeds  
Units of Perception and Meaning  
Study Techniques  
The Importance of Expanding  
Your Vocabulary  
Reading Is the Fastest Form  
of Communication  
Drill Book, Reading Text

### The Author Plus Authoring System

This computer program permits trainers to design and develop computer-assisted courses in a "user friendly" environment. It teaches the participant how to produce on-screen computer lessons.

56DSI-M00102CO-  
Components/media:User's Manual,  
3 Floppy Disk Programs  
Learning Program  
(already designed program)  
Authoring Program  
(Courses can be created and  
changed)  
Demonstration Lessons  
(Explains how the Authoring  
System works)

### The Receptionist

Textbook presentation discusses a receptionist's duties in an office.

53MGH--03503CO-  
Components/media:Textbook/  
Workbook

### Time Management for Managers

An interactive training presentation utilizing 6 video programs and related workbook exercises to help participants understand and use basic time management concepts. Participants learn how to define an activity, relate it to a goal, write out an action plan, and establish priorities. Concepts include guidelines for effective decision-making, delegating of tasks, scheduling, managing interruptions, and managing time.

55TLV--00413CO-  
Components/media:Manual,  
workbook(1 chapter per program),  
1 set of 6 videocassettes:  
Principles of Time Management  
Decision-Making  
Delegating  
Scheduling  
Managing Interruptions  
Managing Time: Professional  
and Personal

### Typing Instructor

This course begins by reinforcing good posture and fingering techniques and proceeds to accuracy and speed. The participant can isolate areas which need improvement and choose a variety of typing material with differing levels of difficulty. Also included is an introduction to wordprocessing.

53MGH--03802CO-  
Components/media:User's Guide,  
Diskette

### WordPerfect

WordPerfect is a wordprocessing package designed to be used on the IBM/XT and compatible machines.

53SSI--00102CO-  
Components/media:Manual, WP Key  
Diskettes, 1 Speller Diskette,  
Template

### Writing for Work

Seven-part video and workbook course teaches what effective writing is and how to use the tools of writing to get results.

To clarify principles taught, each program covers a single concept with related workbook exercises to reinforce the concepts learned on video.

Included in both the video presentation and drill books are typical office situations and business correspondence to aid in learning or reviewing the fundamentals of everyday business writing.

55TLV--00313CO-  
Components/media:Workbook,  
1 set of 7 Videocassettes

Tools for Writing  
Complete Sentences  
Writing Paragraphs  
Writing for Your Reader  
Organizing Ideas  
First Drafts  
Revising and Editing

### Writing Short Business Reports

Participants learn to write reports that are short, practical, and "everyday." Once the concepts and techniques presented in the program have been mastered, participants will have a strong foundation in business writing.

55MGH--00803CO-  
Components/media:Textbook,  
including case studies, is  
divided into:  
Communicating  
Planning and Organizing  
a Report;  
Writing a B

# Computer Training

## LOTUS 1-2-3

Program combines a large and advanced electronic worksheet with state-of-the-art graphics and a complete information management capacity. Can be used by beginners or experienced computer users to prepare and use a variety of functions from graphs to statistical analyses and applications, including turning statistical studies into graphs.

03LSC--00102CO-  
Components/media:User's Manual  
Disks  
Tutorial  
System  
System(back-up)  
Print-Graph  
Utility  
Quick Reference  
Keyboard Template

## Microcomputer Literacy Program for Executives

Two-volume course introduces participants to the microcomputer using audiocassettes and written materials. Volume 1 presents a basic introduction to microcomputers; and Volume 2 contains a guided tour of microprogramming designed to give participants a brief introduction to programming in BASIC.

08MGH--02936CO-  
Components/media:  
Volume 1, Textbook  
1 set of 6 Audiocassettes

Getting Started  
Hardware Expansion  
Introduction to Software  
Word Processing  
Strategies for Getting Started  
Office of the Future

Volume 2, Textbook  
1 set of 3 Audiocassettes  
Programs, Loops-Data, Decisions  
Arrays and Your Computer  
Demonstrator

## Professor Pixel

Provides a fast method for learning how to develop exciting graphic programs, including business charts and designs. Although a previous knowledge of programming in BASIC is helpful, the course teaches all the necessary commands in easy-to-understand terms.

03MGH--04001CO-  
Components/media:Diskette,  
User's Guide

## The Executive's Guide to the IBM Personal Computer/BASIC Programming and VisiCalc

This textbook course is intended for persons who want to learn how to program in BASIC for business purposes. The BASIC language is introduced using payroll, inventory, and other business examples.

09DSI-M00201CO-  
Components/media:Textbook,  
2 Disks with Exercises and  
Problems in the Text

Tutorial Set (The Instructor,  
Professor DOS)

Two-part program provides complete training from introduction to computers through Disk Operating System (DOS). "The Instructor" helps inexperienced PC users conquer their "computerphobia" and gives them the tools to manipulate computers.

Primary topics include: Use of the keyboard, numeric pad, and

easy use of menus. "Professor DOS" instructs in how to utilize and manage an IBM PC system. Concentrated, hands-on exercises simulating DOS operations take the user step-by-step from simple to complex tasks. The common DOS applications, commands, and editing keys are discussed.

03MCH--03902C0-  
Components/media: Three  
Diskettes, Two User's Guides

# Management and Supervision

## Coaching and Counseling Skills for Managers

This program starts with the premise that every employee, and every one-on-one coaching and counseling situation is different and employees will respond accordingly. It then shows, step by step, how to be a coach/counselor who reacts to these differences flexibly to improve each employee's performance.

30AMA--00701CO-

Components/media:Workbook,  
1 set of 6 Audiocassettes  
Coaching and Counseling as  
Management Tools  
Understanding the Employee  
Point of View  
Setting the Stage for  
Managerial Coaching and  
Counseling  
Coaching for Current Job  
Performance  
Counseling for Career  
Development

Safety Hazards  
Safety Training Sessions  
Investigating Accidents  
Analyzing Training Needs  
Program Review and Wrap-up

## Expert Ease

Participants learn how to develop an expert system by giving examples of a problem or decision. Expert Ease automatically creates the set of rules to solve the problem, including handling redundancies and inconsistencies.

34HES--00101CO-

Components/media:User's Manual  
Computer Diskettes  
Making Decisions  
Expanding the Knowledge Base  
Defining Knowledge  
Building an Expert System  
Techniques for Advanced Users

## Fundamentals of Budgeting

Explains in simple, nontechnical language what budgets are, how to present them, and most importantly, how to use them as powerful management tools that can greatly increase effectiveness.

32AMA--00401CO-

Components/media:Workbook  
1 set of 6 Audiocassettes  
Why a Budget?  
Setting Objectives and Goals  
Controlling the Budget  
Making Plans  
Capital Expenditure and Balance  
Sheet Budgeting  
Analyzing Costs  
The Sales Department Budget  
The Production Department  
Budget  
The Inventory Budget  
Budgets for Service  
Organizations



Fundamentals of Supervision Curriculum / "What Supervisors Do...The Necessary Skills"  
A. Session No. 1-S1

Teaches first-line supervisors or leadworkers the necessary skills. Audiocassette/workbook format covers 10 subject areas of supervision.

31PMA--00211CO--

Components/media:1 Notebook of 10 Workbooks

1 set of 10 audiocassettes

What Supervisors Do--the Necessary Skills

A Practical Approach to Motivation

Building Two-way Communication

Work Planning and Control

Time Management and Delegation

Leadership

Training and Orientation

Decision-Making/Problem-Solving

Performance Counseling

Diagnosing Causes of Low Performance

Fundamentals of Supervision Curriculum/"People Side of Supervision" B. Session No.2

Teaches first-line supervisors or leadworkers the practical concepts of managing people. Audio-cassette/workbook format covers 10 subject areas focusing on traditional supervisory functions: planning, organizing, and controlling. It highlights human behavior management and organizational communications as key elements for achieving a successful work unit.

31PMA--00311CO--

Components/media:

Notebook/10 Workbooks

1 set of 10 Audiocassettes

The People Side of Supervision

Satisfying Human Needs vs.

Job Demands

Assigning Work and Checking Progress

Correcting Errors

Straightening Out Rule Violations

Handling Suggestions and Complaints

Giving Recognition

Introducing Changes

Building Self-Sufficiency and Creativity in Subordinates

Releasing 'Peoplepower' in Group Meetings

Leadership Development

This course book is geared for employees who have the desire for self improvement. Gives an overview of principles needed to launch a career with confidence and leadership ability in the business world. The book features how to develop leadership skills and problem solving techniques as well as proper dress, grooming, and etiquette.

30MGH--01802CO--

Components/media:Textbook, Features:

Personality Development

Speech Power

Memory

Creativity

Creative Selling

Telephone Technique

Management and Leadership

Personal Appearance, Business, and Social Success

Employment

Management-Minded Supervision

Participants learn how to think like managers, emphasizing the attitudes and methods of the human relations/behavioral approach to management. Helps participants learn a set of management skills, techniques, and attitudes that will enable them to operate effectively and efficiently.

31MGH--00203CO-

Components/media:Textbook,  
features:

Developing Management  
Mindedness

Continual Self Development

Recognizing Change as an  
Opportunity

Getting Along with Your Boss  
Leadership Skills

Motivating for Improved  
Performance

Training for Results

### Management Training Systems

Multimedia management training program gives participants specific, transferrable management skills to improve the productivity of an organization. The course is presented in three parts.

#### Part I. Solving Problems

Creatively helps participants in solving problems by: learning how to define problems; becoming aware of the factors that block creativity; and developing skills and strategies for planning creative solutions.

#### Part II. Perception: Key to Effective Management

Perception is designed to help managers become aware of how perceptions are learned, how external factors influence perceptions, and how indirect communications affect perceptions.

#### Part III. How to Communicate

Helps participants learn to communicate effectively by increasing their skill in: hearing what people say; listening to (receiving) the message; and interacting with understanding.

30MGH--02708CO-

Components/media:Text, Video-  
cassettes, Audiocassettes,  
Workbook

### Position Management or Position Madness

This program emphasizes how position management and the position classification process work together.

35NAVC-00106CO-

Components/media:Video-  
cassette

### Stress Management: a Positive Strategy

Teaches participants the importance of their own relationship to stress, how to identify their own "stress triggers," and how to reduce stress.

30TLV--00211CO-

Components/media:Handbook  
(1 chapter per program)

1 set of 5 Videocassettes

Becoming Aware

Taking Stock

Managing Yourself

Solving Problems

Looking Ahead

### The Classification Process

This program presents an overview of the classification process.

35NAVC-00106CO-

Components/media:Video-  
cassette

### The IBC Effective Management Program

Covers the basic skills needed by a successful manager. Among other topics, discusses what brings individuals together as a

unit and what factors contribute to the success of the group's interaction; how to build a high performance group or team from the point of view of the listener as the leader of the group, etc.

30BNA--00110CO-

Components/media: 1 set of  
10 Audiocassettes  
Concepts of Group Effectiveness  
How to Develop an Achievement  
Oriented Group  
Developing Departmental Goals  
Organization for Getting  
Things Done  
Conducting an Effective Meeting  
Handling Conflict in a Group  
Breakthrough with Brainstorming  
Think-Tanking New Solutions  
Organizational Renewal  
Managing Change

#### The Management Edge

Evaluates human factors that affect management decisions and helps the manager increase motivation; solves manager/staff conflicts; and evaluates personal management skills. Also covers how to: improve supervisory techniques; influence superiors; train employees; tackle employee behavior problems; boost productivity; assess personal, organizational compatibility; and rehearse alternative tactics and test their effectiveness.

30HES--00301CO-

Components/media:  
Computer Diskettes, User's  
Guide, Management Manual,  
Management Worksheets

#### The Negotiation Edge

Evaluates human factors that affect negotiation success and demonstrates to students how to evaluate the personalities,

strengths, and weaknesses of negotiations, both in one-on-one situations and in groups. Also discusses how to: leverage negotiating positions; anticipate likely opponent maneuvers; implement alternative tactics and test their effectiveness; follow a printed "how to" plan, organized step-by-step like the actual bargaining process; and stay prepared.

30HES00201CO-

Components/media:  
Computer Diskettes, User's  
Guide, Negotiation Manual,  
Negotiation Worksheets

#### Thoughtware Computer-Based Management Training

Program identifies characteristics that best define superior managerial performance; presents diagnostic modules to help participants identify and assess their own management skills; and provides training to improve specific management skills.

30MGH--03713CO-

Components/media: Computer-based  
Management Diagnostic Series  
Assessing Personal Management  
Skills  
Evaluating Organizational  
Effectiveness  
Understanding Personal  
Interaction Styles

#### Management Training Series

Leading Effectively  
Motivating to Achieve Results  
Defining Goals and Objectives  
Improving Employee Performance  
Performance Appraisal  
Managing Time Effectively  
Conducting Successful Meetings  
Managing By Exception  
Managing Stress  
Career Planning

### Training For Productivity

Provides instruction in how to get employees to work more efficiently, effectively, and productively; how to mold work-groups into motivated results-oriented teams; and how to instill self-motivation into individual employees--thus reducing costs and improving productivity.

30AMA--00301CO-

Components/media:Workbook

What Is Training and Development?

How Do Adults Learn?

How Is a Training Needs Analysis Conducted?

How To Write Useful Training Objectives

What Are the Various Instructional Techniques?

What Makes a Good Classroom Trainer?

How To Assess and/or Design Training Materials

How Appropriate Media Can Enhance Training

Evaluating Training Efforts.

19MGH--03902CO-

Components/media:User's Guide, Diskette

### Writing Position Descriptions--A Helping Hand

Describes process used and steps necessary for preparing accurate position descriptions.

35NAVC-00106CO-

Components/media:Video-cassette

# Procurement/Personal Property

## Claims, Disputes and Appeals

Covers what a "claim" is under the Disputes Act; who must certify a claim and under what conditions; basic aspects of contracting officer's final decision; when interest is payable on a claim and from what date. Also covers "direct access"; contractor's choices of appeals and forum and time limitations on each; deadlines for filing an appeal; claims excluded from the disputes procedure; judicial powers of the boards of contract appeals under the act; uniform rules; entitlement; and purposes of a prehearing conference.

60NCMA-00101CO-  
Components/media:Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

## Contract Types

Explores a wide spectrum of contract types: fixed-price, cost-reimbursement, incentive, indefinite delivery contracts and miscellaneous arrangements. The text refers to the selection of contract types and the appendix contains articles on the effectiveness of various contract types.

60NCMA-00801CO-  
Components/media:Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

## Cost Accounting Basics

Material covered includes: accounting; generally accepted accounting principles (GAAP); cost accounting basics; definitions; and accounting systems.

60NCMA-00501CO-  
Components/media:Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

## Cost and Price Analysis

Outlines major factors involved in cost and price philosophy and techniques. Distinguishes between price, cost, and profit analysis.

60NCMA-01101CO-  
Components/media:Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

## Determination of Requirements

Focuses on qualitative and quantitative requirements, the procurement request, statement of work and forecasting. Also includes: description of supplies or services; quality and reliability; specifications, drawings and models; qualified products list; patent rights; support considerations; inspection and acceptance; and warranties.

Also includes DOD Directive 5000.42, Inspector General's Act, and what can be done in case of audit discrepancy.

60NCMA-00603CO-  
Components/media: Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

#### Negotiation Procedures and Strategies

Discusses negotiation as a contracting method with the Federal Government. Also covers competitive negotiations, solicitation procedures, evaluation of offers; and handling contract negotiations--including selecting the negotiating team, setting objectives and formulating positions. The appendix has information from FAR and a series of articles on negotiating strategies.

60NCMA-01201CO-  
Components/media: Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

#### Small Purchases

Material includes: regulatory definitions of small purchases; thresholds; distinction between small purchases and other contract activities; small purchase open market buying methods; unilateral vs. bilateral contracts; socio-economic policies; sample forms; how-to's; and checklists.

60NCMA-00301CO-  
Components/media: Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

#### Solicitations, Bids, and Awards

Provides an overview and background material on the solicitation and bid process. Section on competition discusses sole source acquisitions, formal advertising, and all aspects of bids. Two-step formal advertising and negotiation is compared and contrasted. Appendix includes useful articles on bidding procedures and the GAO Audit Guide.

60NCMA-01001CO-  
Components/media:  
Filmstrip/Cassette, Workbook  
Manual, Leader's Guide

#### Source Development

Discusses the means by which sources are identified, developed, and maintained. Also contains a resource section for reference improving your working knowledge and sharpening skills.

60NCMA-01002CO-  
Components/media: Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

#### Source Selection

Program identifies source evaluation and selection as two of the basic considerations in procurement. Participants learn four basics of procurement: the right item, at the right time, from the right source, for the right price.

60NCMA-01103CO-  
Components/media: Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

#### Specifications and Standards

Defines contract standards and specifications and describes

functional and detailed drafting and tailoring of specifications. Also covers competition; statements of work and purchase descriptions; program specifications; trends; quality assurance; and application.

60NCMA00901CO-  
Components/media:Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

#### Statutory and Regulatory Foundations

Historical survey of laws and regulations that impact on broad field of government contracting. Material includes: source of government's power to contract; basic procedural statutes; implementing regulations; limitations, checks and balances; authority of

government contracting officers and more.

60NCMA-00601CO-  
Components/media:Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide

#### The Procurement Process

Overview with background information that includes the scope of federal procurement, historical data, and managerial challenges. It explains the role of the various government entities engaged in purchasing and supply, external organizational relationships; and policies.

60NCMA-01301CO-  
Components/media:Filmstrip/  
Cassette, Workbook Manual,  
Leader's Guide